

# **Personal Health Records: Personal Control of Health Data and Patient-Provider Communications**

## **Second in a 3-part Series**

April 3, 2008

Presenters:

Jonathan Wald  
Partners Healthcare

Kenneth Mandl  
Children's Hospital Boston

Moderator:

Teresa Zayas Cabán  
Agency for Healthcare Research and Quality



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# ***Patient Gateway: A Secure Patient Portal at Partners Healthcare***

**Presented by:  
Jonathan Wald  
Partners Healthcare**



FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL  
AND MASSACHUSETTS GENERAL HOSPITAL



Agency for Healthcare Research and Quality  
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# Outline

- **Patient Gateway**
  - Description
  - Demo
  - Adoption
- **The Prepare for Care study:**
  - Diabetes RCT sub-study  
(Blackford Middleton, PI; Jonathan Wald, Co-PI)

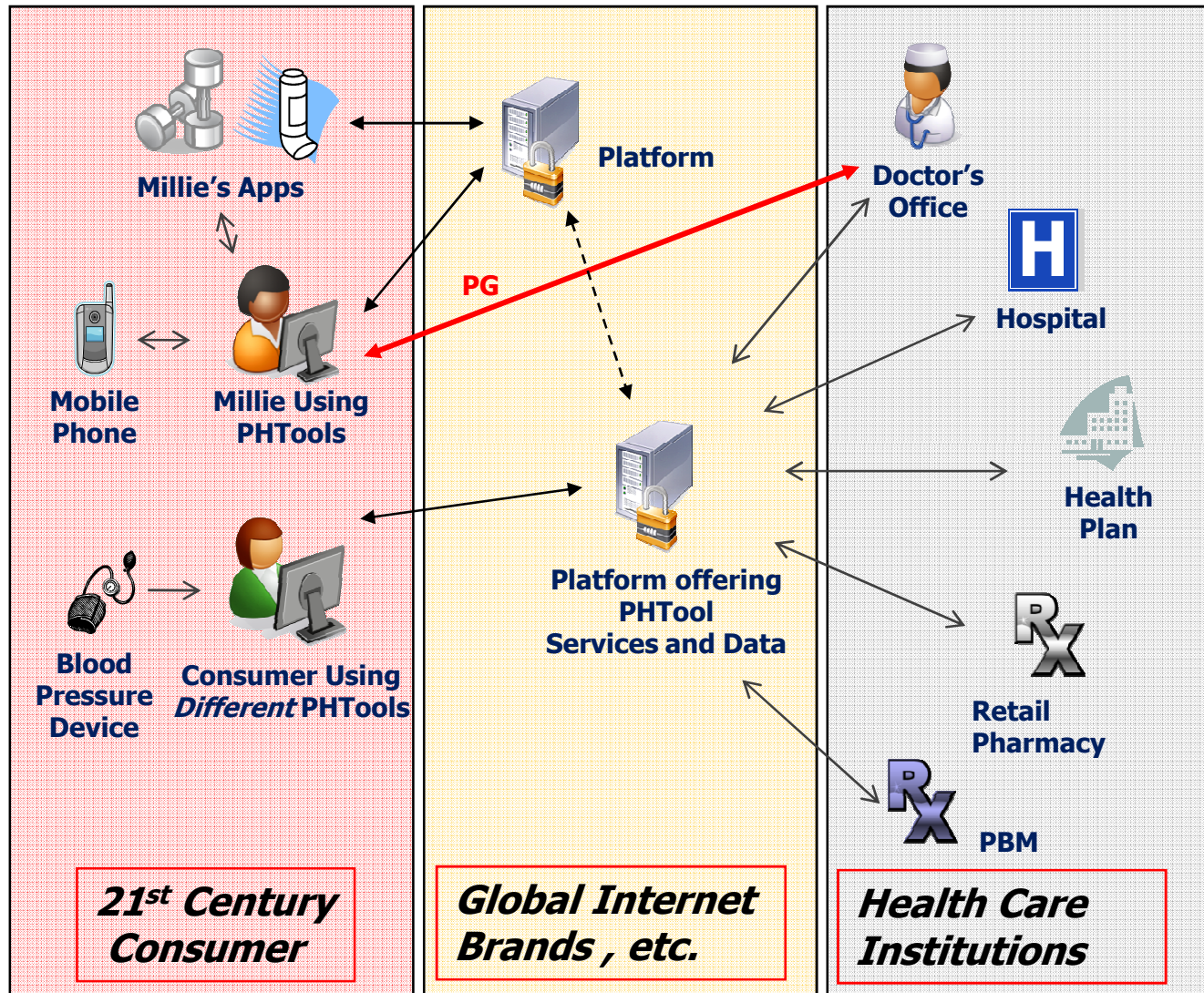
# What is Patient Gateway?

- **A secure web application developed at Partners Healthcare**
  - Offered by over 800 providers in 42 primary and specialty care practices at 4 institutions (March, 2008) to patients
    - Massachusetts General Hospital, Brigham and Women's Hospital, Newton Wellesley Hospital, and Dana Farber Cancer Institute (a Partners Affiliate)
  - Linked to the LMR (Longitudinal Medical Record)
- **A patient portal – free to the patient**
  - Chart information – from the LMR/clinical systems
    - Medications, Allergies, Immunizations, future and past appointments
    - Lab Results (about 50 expanding to 200 in Spring 2008)
  - Online communication (web messaging) tied to practice workflow
    - Patient messages routed to practice staff for triage/handling (not physicians)
    - E.g. “Medication Desk”; “Appointment Desk”; “Message Desk”
    - Appointment reminders and message notifications (via Email)
  - Reference information – Healthwise®, plus contextual links to other web resources

# What is Patient Gateway (cont'd)?

- **A practice/provider portal**
  - Integration with LMR (PG account status, Save as note, Results Letter, etc)
  - Supports management of messages, Rx, appointments, referrals, etc.
- **A support portal**
  - Account creation, password distribution and recovery, detailed account information, issue handling, audit reports, software configuration, notifications, web content, etc.

# Evolving personal health ecosystem



# Why does Partners offer this?

- **Patient experience**
  - Service convenience
  - Shared medical information
  - Ease of communication with the practice
  - Strengthen patient-practice engagement and loyalty
- **Practices striving to be more productive**
  - Seamless patient/staff communication
  - Self-documenting requests
  - Time-efficient provider workflow
- **To support quality of care improvements**
  - Medication safety
  - Chronic care management and continuity of care
  - Patient activation and knowledge
  - Better adherence to plan of care

# Patient Gateway Web Site

Available at: [www.patientgateway.org](http://www.patientgateway.org)

The screenshot shows the Patient Gateway web site interface. At the top, there is a blue header with the "PARTNERS HEALTHCARE" logo on the left and "PATIENT GATEWAY" in large white letters. Below the header, the page is divided into three main sections. On the left, a blue sidebar contains a "JOIN" button (circled in red), followed by links for "ENROLL ONLINE", "Tour", "Enrollment Help", "FAQ / System Requirements", and "Technical Support". Below these links, a text box states: "Enrolling in Patient Gateway is quick and easy - just click the 'Enroll Online' link. We invite you to join today." The middle section has a white background with a blue border. It starts with a welcome message: "Welcome to Patient Gateway, the secure electronic link between you and your doctor's office!". Below this, it says "Patient Gateway offers a convenient way to:" followed by a bulleted list: "Request routine appointments, prescriptions, and referral authorizations", "Obtain quality health and disease information", and "Find directions and other helpful practice information". Further down, it explains: "Patient Gateway is ideal for routine communications and notifies your regular email account when a new message arrives. It is easy to use and designed to protect your privacy. To find out more, take a [tour](#)." At the bottom of this section are links for "Privacy/Terms of Use" and "Partners Links", and a note: "Note: Patient Gateway should not be used for emergencies. Patient Gateway is best viewed at 1024x768 screen resolution." The right section is a blue box with a white border. It has a "LOGIN" header, followed by input fields for "USER NAME" and "PASSWORD", and an "Enter" button. Below the button are links for "Trouble logging in?", "Forgot Username", and "Forgot Password?".



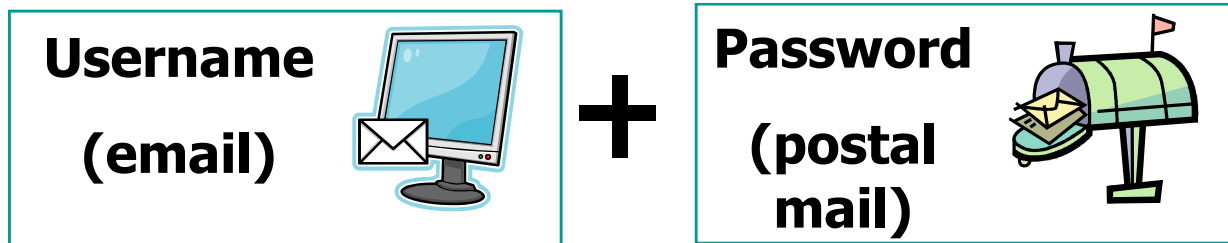
# Enrollment staff: Create New Account

1. If request (left) matches a Partners Patient (right)

Comparison Chart for Enrollment Request: 32904, Patient  
Practice: Christina Iacobo M.D., Brigham and Women's Physician Group

Demographic Data	From PG Enroll	From EMPI Detail
Last Name	FakeLastName	FakeLastName
Middle Init		
First Name	KATE	KATE
Gender	F	F
DOB	03/01/1972	03/01/1972
Street Address	15 CONCORD STREET	15 CONCORD STREET
City	FakeCity	FakeCity
State	MA	MA
Zip	02999	02999
Home Phone	422-580-0099	422-580-0099

2. PG account is created (Or, registration staff contacts pt)
3. Username (via email) & Password letter (via mail)



# Patient: Welcome Screen

The screenshot shows the 'PARTNERS HEALTHCARE' logo in the top left. The main header area is blue with the text 'Welcome, BE11' and 'PATIENT GATEWAY'. To the right of the header are buttons for 'Home', 'Account', 'Logout', and 'Support'. Below the header is a navigation bar with links: 'Select Patient', 'Mail', 'Requests', 'Health Record', 'Health Library', 'Providers', 'Registration', and 'Help'. The user's profile information is displayed: 'Patient: Six Bwhlmrqatest' and 'DOB: 05/03/2005', with a 'Go to Patient List' link. A list of notifications follows: 'Has no new messages', 'Has no future appointments', 'New Feature! View Test Results Online!', and 'New Feature! View Immunizations Online!'. A note about the 'Browser Zoom feature' is also present. A section for the 'Brigham Physician Group' is expanded, showing details for 'Appelbaum, Jonathan S., M.D.' and the group's address and phone number. At the bottom of this section, it mentions the 'Brigham and Women's Hospital monthly Health-E-Newsletter'. On the right side of the screen, there is a vertical image of a doctor's face and a stethoscope.

**PARTNERS HEALTHCARE** Welcome, BE11 [Home](#) [Logout](#)  
[Account](#) [Support](#)

[Select Patient](#) [Mail](#) [Requests](#) [Health Record](#) [Health Library](#) [Providers](#) [Registration](#) [Help](#)

Patient: **Six Bwhlmrqatest** DOB: 05/03/2005 [Go to Patient List](#)

- ☒ Has [no new messages](#)
- ☒ Has no future [appointments](#)
- New Feature! View [Test Results](#) Online!
- New Feature! View [Immunizations](#) Online!

**Browser Zoom feature:** Please only use a zoom of 100%. [\(More\)](#)

Brigham Physician Group

expand

**Appelbaum, Jonathan S., M.D.**  
**Brigham Physician Group**  
850 Boylston Street Suite 530, Chestnut Hill, MA 02467  
617-732-9900

The Brigham and Women's Hospital monthly Health-E-Newsletter contains valuable health

# Caregivers: Select a patient<sup>1</sup>

Partners Healthcare

Welcome, BE11

PATIENT GATEWAY

Home Account Logout Support

Select Patient Help

Please select a patient.


Continue only if you are authorized to use the health record of the patient you select. Otherwise, please [contact support](#).

Patient List

Name ▲	DOB	Unread Mail	Future Appts.	Alerts
Eight Bwhpgtest	07/01/1929	1		1
Mary Bwhlmrtest	10/01/1951			1
Six Bwhlmrqatest	05/03/2005			2
Ten Bwhlmrqatest	05/03/2005			1

<sup>1</sup>In pilot, March 2008

# Medications & Allergies





Welcome, C015


PATIENT GATEWAY

[Home](#)[Account](#)[Logout](#)[Support](#)

[Select Patient](#)[Mail](#)[Requests](#)[Health Record: Meds & Allergies](#)[Health Library](#)[Providers](#)[Registration](#)[Help](#)

 Patient: **Cathy J Oetest** DOB: 04/25/1999  [Go to Patient List](#)

## Medications and Allergies

[Print List](#) 

▼ Medications

Date	Medication ▲	Details	Ordered by
12/13/2006	Demerol HCL (MEPERIDINE HCL)	50 MG (50MG TABLET take 1) by mouth every 4-6 hours x 10 days	Derby, Stephen W.
12/13/2006	Fosamprenavir	700 MG (700MG TABLET take 1) by mouth twice a day x 10 days	Derby, Stephen W.
12/27/2006	Insulin ASPART	4 UNITS subcutaneous before meals	Foley, Mary Beth
11/28/2006	Lipid FREE SKIN CLEANER	1 APPLICATION topical four times daily	McCarthy, John H.
12/31/1840	None		Sinsheimer, Judith A.


▼ Allergies

Date	Allergen ▲	Reaction	Comments
02/22/2007	Morphine	Hives	

gov





# Immunizations



Welcome, C015








HomeAccountLogoutSupport

Select PatientMailRequestsHealth Record: ImmunizationsHealth LibraryProvidersRegistrationHelp

 Patient: **Cathy J Oetest** DOB: 04/25/1999  [Go to Patient List](#)


## Immunizations - Summary View

Your record of immunization dates is below. Click the "i" next to each immunization for related information. Click the "Detail view" button at bottom for complete documentation about your immunizations.

	Name	Date
	Hep A Vaccine	03/27/2006
	HepB- 2 Dose regimen	03/30/2006
	Influenza Vaccine	10/08/2006; 10/08/2006; 02/13/2007
	PPD	08/16/2006; 08/16/2006; 08/16/2006; 08/16/2006
	Pediarix (DTaP-HepB-IPV)	04/14/2006
	Pneumovax	09/25/2006
	Varicella	03/30/2006

PrintDetail View


# Lab Results



Welcome, HO2



HomeAccountLogoutSupport

MailRequestsHealth Record: ResultsHealth LibraryProvidersRegistrationHelp

 Patient: **Labor Oetest** DOB: 01/01/1965

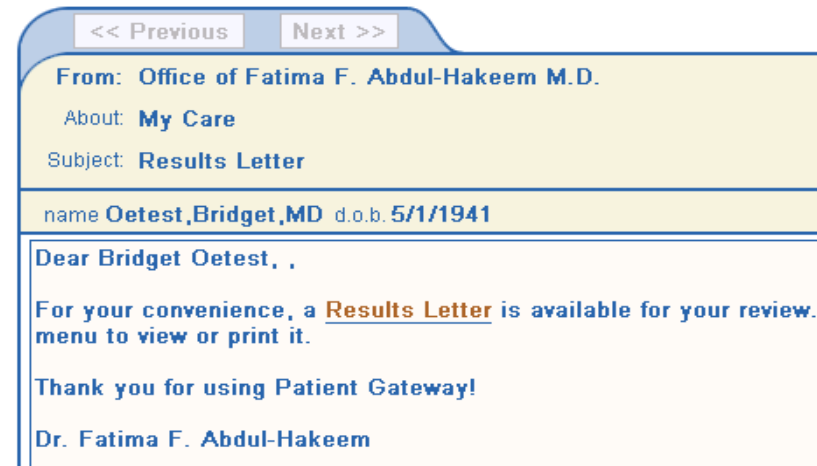
## Results Summary

Below are recent results. Click on the "i" icon for general information about a test. Click on the test name for additional results for that test. Click on the date for specimen information, including other results from that specimen. [\[More\]](#)

	Test Name ▲	Result	Units	Reference Range	Date
	ALT (SGPT) (U/L)	39	U/L	7-52	08/06/2006
	AST (SGOT)	23	U/L	9-30	08/06/2006
	Albumin	4.5	g/dL	3.7-5.4	08/06/2006
	Alk Phos	44	U/L	36-118	08/06/2006
	BUN	26 (#)	mg/dL	9-25	08/06/2006
	Bases (auto)	0.6		0.1-5	02/22/2000

# Online Results Letter

## 1. Notification (email)



## 2. PG Message or Menu



## 3. Online Results Letter



# Online Journal – *Prepare for Care study*

https://webqa.partners.org - Patient Gateway :: Research Home :: Journal :: Medications - Microsoft Internet Ex...

**Current Medications**

- Amoxicillin
- Bactrim DS (TRIM)
- ✓ Glucophage (METF)
- Glucophage XR (M)
- Lipitor (ATORVAS)
- Lisinopril
- Robitussin AC (G)

**Add Medication**

**GLUCOPHAGE (METFORMIN)** **i**  
1000 MG (1000MG TABLET take 1) by mouth twice a day ; Refills: 5  
(prescribed by ? on 05/09/2005) **Continue**

»Your changes are saved

**PLEASE ANSWER BELOW:**

Are you still taking this medication **as shown above**?

☐ Yes -- I take it as shown above  
☒ No -- I take it a **different way** (e.g. amount or how often I take it)  
☐ No -- I am **no longer** taking it  
☐ No -- I have never taken it  
☐ I am not sure  
☐ Skip

**Please tell us how you take it now.**  
(Please use your prescription bottles, if necessary, to help answer these questions.)

Is this a medication that you take regularly? ☒ Regularly ☐ As needed ☐ Don't know

How often do you take it?

What is the form of the medication?

What is the strength of the medication?   
(eg., 40 mg tablet, 1% solution, 10 mg per puff)

How much do you take, each time you take it?   
(eg., 2 tablets, 2 puffs, 4 drops in left ear)

Who changed this medication?

**Please tell us about any medication concerns you might have.**  
(If this is not a medication, please skip to the last question below.)

Are you having any trouble at all with this medication? (For example, too expensive, side effects, does not work, etc.) ☒ Yes ☐ No ☐ Dont Know

☐ Trouble remembering  
☐ Occasionally miss doses

Discrepancy

Details



# Practice Portal: *Message mgt*

	Request	From	Patient	Prov	Subject	Assign	Received	Task
<input type="checkbox"/>	F MR 14306			NC043	Medication request	TL965	5/6/2005	IP
<input type="checkbox"/>	RR 10079		R R	BWND	Referral request		5/8/2005	
<input type="checkbox"/>				RAH3	back dated referral needed		5/8/2005	
<input type="checkbox"/>	RR 10077			PSC2	Referral request		5/7/2005	
<input type="checkbox"/>	MR 14335			CHW1	Medication request		5/7/2005	
<input type="checkbox"/>	MR 14327			GPB	Medication request		5/7/2005	
<input type="checkbox"/>	MR 14306	Cibotti, Nancy M.D.		NC043	re: fvd: Medication request		5/6/2005	
<input type="checkbox"/>	MR 14306	Cibotti, Nancy M.D.		NC043	re: fvd: Medication request		5/6/2005	
<input type="checkbox"/>	MR 14311			ACV1	Medication request		5/6/2005	
<input type="checkbox"/>	ER 25448	Enrollment			Enrollment Request		4/29/2005	
<input type="checkbox"/>	ER 25446	Enrollment			Enrollment Request		4/29/2005	
<input type="checkbox"/>	ER 25429	Enrollment			Enrollment Request		4/28/2005	
<input type="checkbox"/>	ER 25416	Enrollment			Enrollment Request		4/27/2005	
<input type="checkbox"/>	ER 25409	Enrollment			Enrollment Request		4/27/2005	

## Incoming Requests:

- **Bolded**
- **Provider identified**
- **1-click to LMR**
- **Click-sign to save as note**

## Sort by any column:

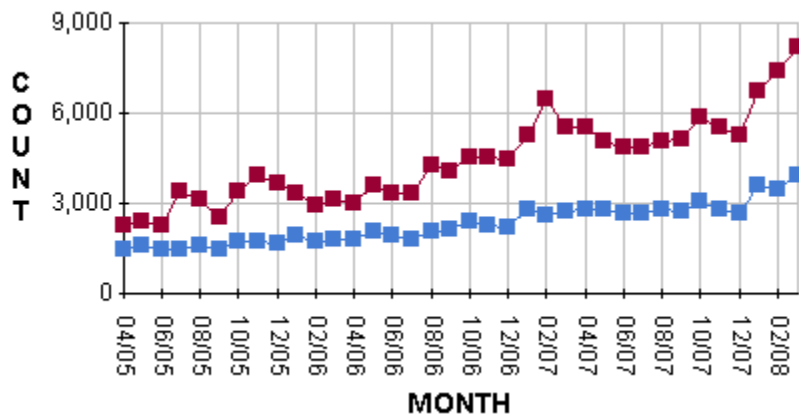
- **Date**
- **Provider**
- **Patient**
- **“Assign”**

# Current status (March, 2008)

- **42 practices are live at Brigham & Women's Hospital, Massachusetts General Hospital, and Dana Farber Cancer Institute**
  - 23 primary care, 19 specialty care
  - Practice penetration as high as 63%
- **680 physicians are listed as providers for PG**
- **42,000+ patient accounts on PG**
  - Adding 1000/mo; 67% of accounts are "activated"
- **Over 8,100 patients used PG in the month of March, 2008**
  - 9.3 requests/100 pts/month

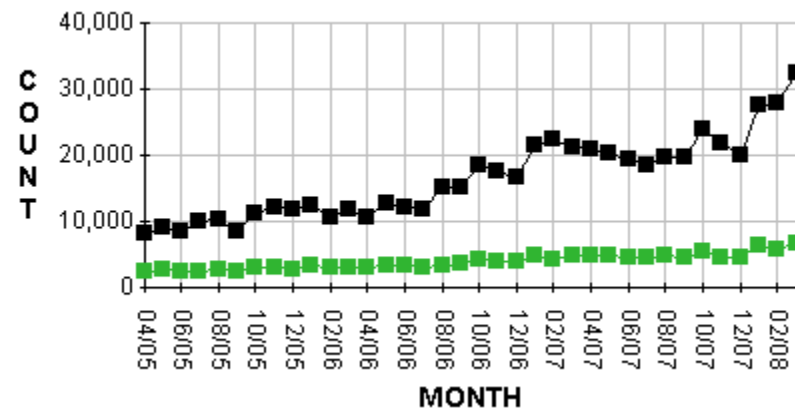
## Unique Pts – Mar '08

- 8,157 patients who logged in
- 3,896 patients with requests

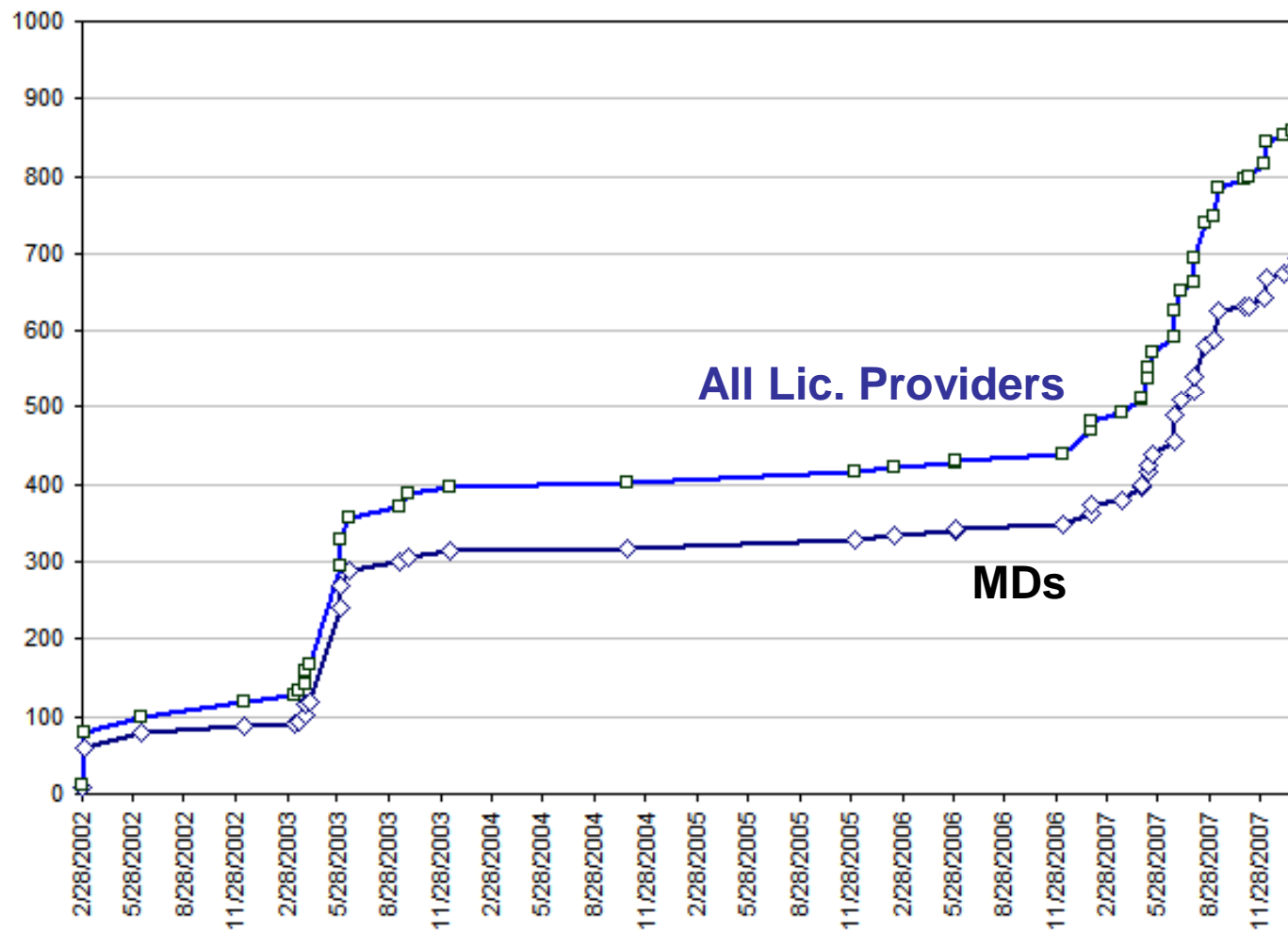


## Activity – Mar '08

- 32,365 sessions (log ins)
- 6,490 requests



# Provider adoption (March 2008)

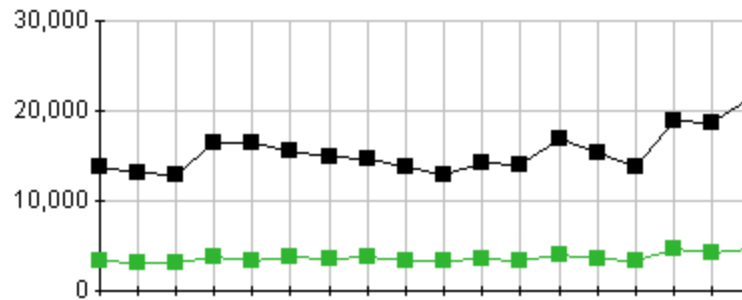


(As of Feb 2008)

# Site-specific transactions

March 2008

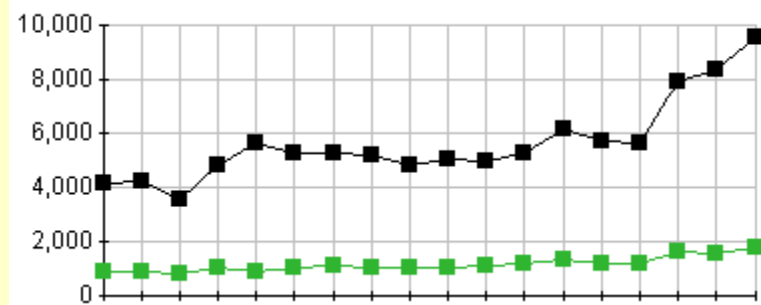
MGH



**21,472 sessions**

**4,650 requests**

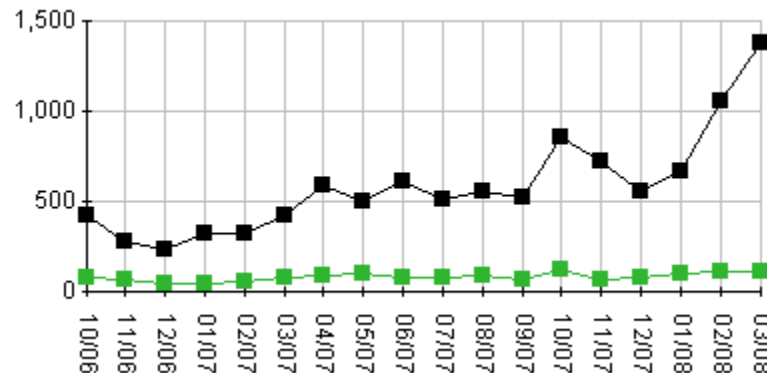
BWH



**9,496 sessions**

**1,730 requests**

DFCI

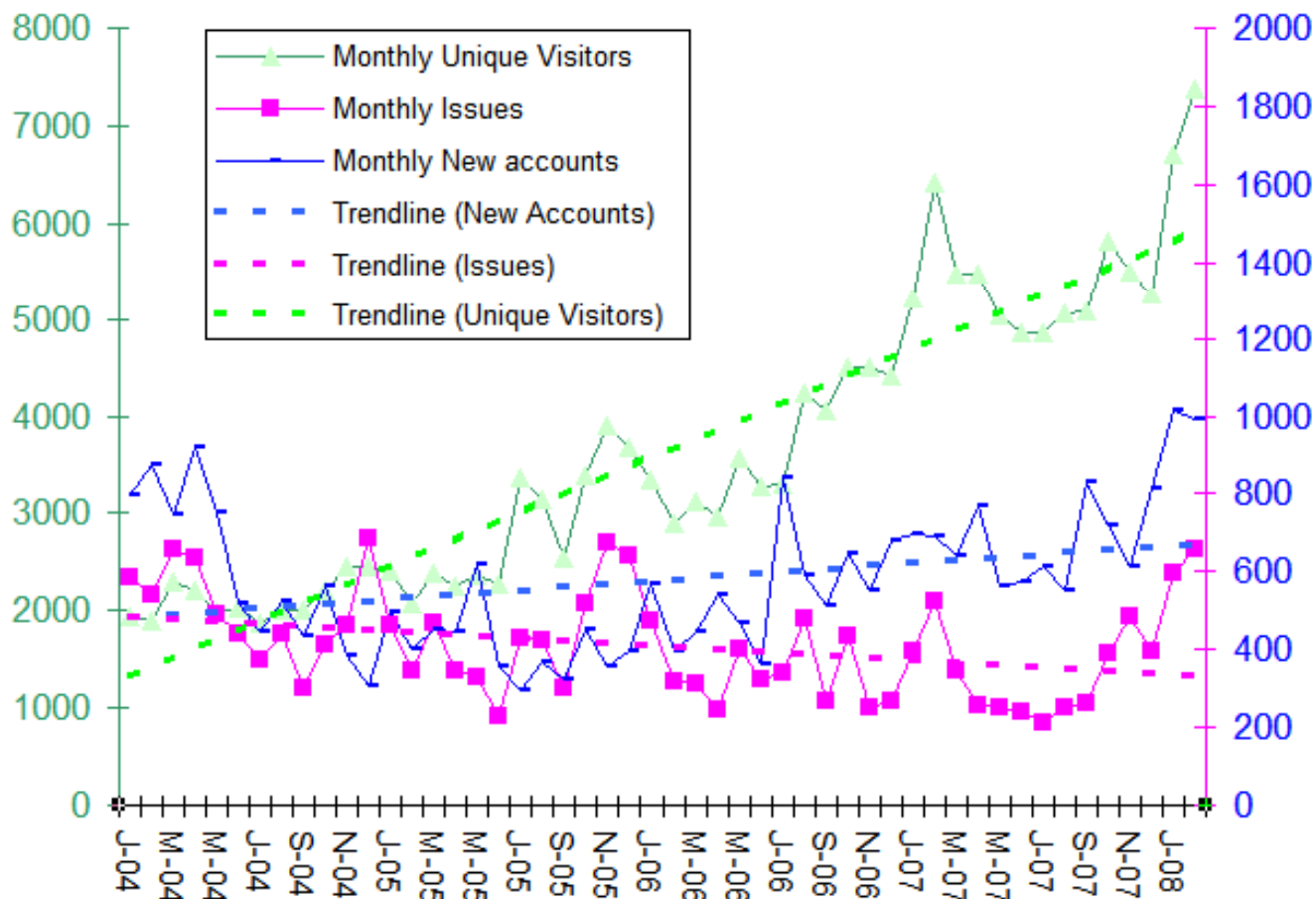


**1,375 sessions**

**106 requests**

# Support issues

13K → 41K Total accounts



*Trendlines  
show:*

*High growth in  
use, with  
modest growth  
in support  
issues*

# Lab Results rollout

- **Live in production since September, 2006**
  - 30 practices currently offer this feature to patients
  - 89% of patients have access today
  - Remaining practices are discussing when to offer this
- **Patients LOVE it! Many examples of positive feedback**
  - #1 patient complaint: where are the rest of my labs?
- **MDs/staff have not reported increased workload or patient anxiety associated with turning this On**
- **Benefits:**
  - Ensure all results are available; Avoid needless calls from patients asking for lab results; Avoid unnecessary delays in sharing results with the patient
  - Patients can access results when and where they find it convenient
  - CRICO (malpractice insurer) believes it is “safe practice”
- **Process for content approval**
  - PG Clinical Expert Panel recommends, and Clinical Content Committee approves; One “master list” across Partners

# Lessons Learned

- **Patients love it!**
  - Appreciate greater access; don't send high volume of online messages
- **Provider concerns – resolve with experience**
  - Concerns: Will cost them time; Patients will be alarmed; Patients will be confused
- **Barriers**
  - Marketing, preconceptions, workflow challenges, lack of incentives
- **Varied levels of use of these technologies**
  - Among patient and practices

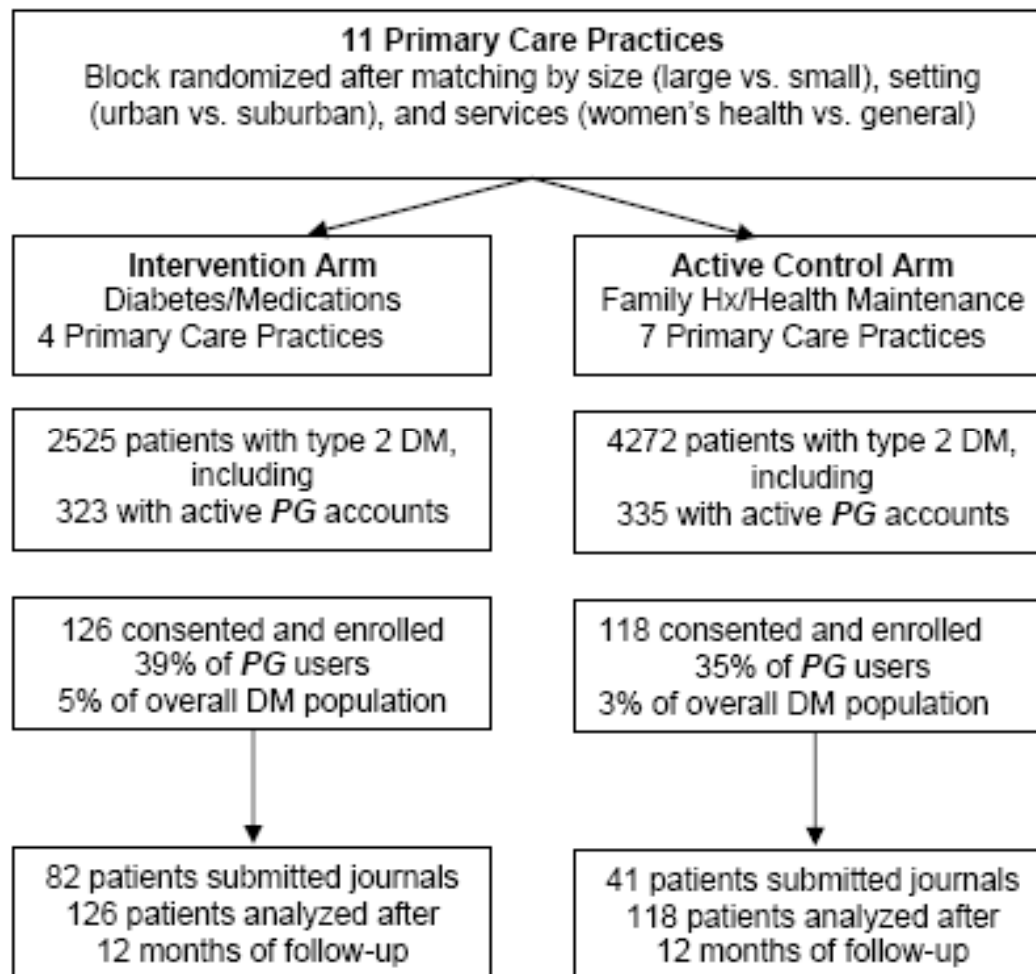
# RCT: Practice-linked PHR for Type 2 Diabetes<sup>1</sup>

- **Primary care RCT in 11 clinics, over 1 year**
  - 244 patients with diabetes, mean age 56, 54% at goal for HbA1c (<7.0)
- **Intervention (126 participants)**
  - Patients with diabetes received online diabetes journals 2 weeks before a visit, via Patient Gateway
  - Invited to review their LMR medications and diabetes care measures
  - Could electronically submit information to their PCP for discussion during a visit
- **Controls (118 participants)**
  - Active controls received Patient Gateway and a non-diabetes journal (Health maintenance, Family history)
- **Outcomes**
  - Looked at HbA1c, cholesterol, BP, medication use, other process and survey measures

<sup>1</sup>Grant RW, Wald JS, Schnipper JL, Gandhi TK, Poon EG, Orav EJ, Williams DH, Volk LA, Middleton B. Practice-linked Online Personal Health Records for Type 2 Diabetes: A Randomized Controlled Trial. *Arch Int Med* 2007, in press.



# RCT flow diagram



Grant RW et al. Practice-linked Online Personal Health Records for Type 2 Diabetes: A Randomized Controlled Trial. Arch Int Med 2007, in press.

## Diabetes Pre-visit Journal

Patient Gateway :: Research Home :: Journal :: Diabetes Care - Microsoft Internet Explorer provided by Partners HealthCare Syst

**Goals** | **Referrals & Self-Care**

☒ Blood sugar control  
☐ Cholesterol control  
☐ Blood pressure control

**BLOOD SUGAR CONTROL** [i](#)  
Last HbA1c entry: **6.9%** (09/21/2004)  
Blood sugar control medications: **Glipizide** [i](#) [Continue](#)

»Your changes are saved  
» Added to Diabetes Care

**PLEASE ANSWER BELOW:**  
Your most recent HbA1c blood test result, **6.9%** (09/21/2004), is from over one year ago. Please discuss having your HbA1c tested at your visit with your provider.

**Would you like to improve your blood sugar control?**  
☒ Yes  
Comment:   
☐ No — I am satisfied with my blood sugar control  
☐ Not sure  
☐ Skip

**Medications:**  
Medications that can play an important role in controlling blood sugar were found in your medical record. (Your medication concerns from this journal are also shown below).  
• Glipizide (concerns you listed: incomplete)

**Would you like to discuss adding/adjusting medications for blood sugar control?**  
☐ Yes ☐ No

**Monitoring:**  
**Would you like to discuss/schedule future HbA1c testing?**  
☐ Yes ☐ No

**Info links**

**Daily areas to manage**

**Key LMR chart info**

**Key Questions**

Grant RW et al. Practice-linked Online Personal Health Records for Type 2 Diabetes: A Randomized Controlled Trial. Arch Int Med 2007, in press.

# Diabetes Pre-visit Journal Report

## DIABETES CARE:

### Goals:

Blood sugar control	Is satisfied; <b>Wants to discuss medications; Wants to discuss HbA1c testing</b>
Cholesterol control	<b>***Not sure about improving; Wants to discuss medications; Wants to discuss cholesterol testing</b>
Blood pressure control	<b>***Would like to improve;</b> Doesn't want to discuss medications; Doesn't want to discuss blood pressure monitoring

### Referrals & Self-Care:

Eye care	<b>Would like to discuss; Would like a referral;</b>
Foot care	Doesn't want to discuss; Doesn't want a referral;
Nutrition	Not sure about discussing; Not sure about a referral to a nutritionist;
Exercise program	<b>Would like to discuss;</b>
Smoking cessation	(Skipped)
Daily aspirin	<b>Would like to discuss;</b> Already takes aspirin; Not allergic to aspirin;

# Patient activation

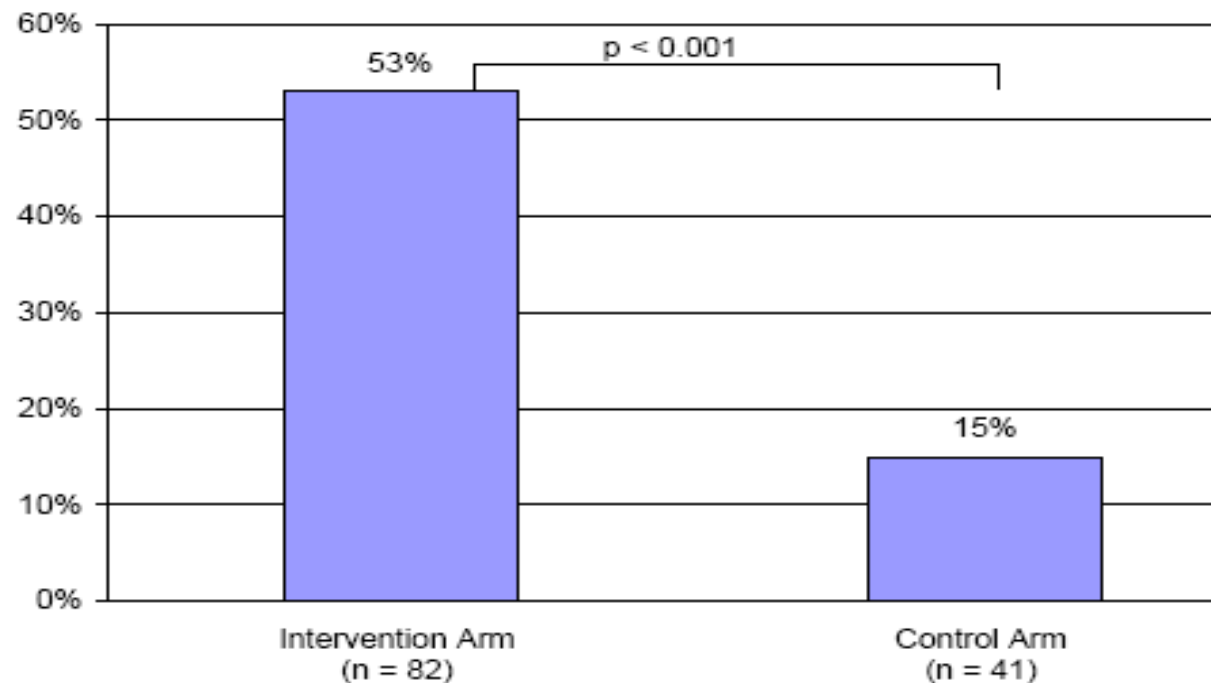
**Over half of intervention patients said they wanted to improve their diabetes management.**

*“I would like to improve my...”*

Blood sugar control:	<b>51%</b>
Blood pressure control:	<b>32%</b>
Cholesterol control:	<b>28%</b>

*Grant RW et al. Practice-linked Online Personal Health Records for Type 2 Diabetes: A Randomized Controlled Trial. Arch Int Med 2007, in press.*

# More medication changes in visits after diabetes journal submission



Grant RW et al. Practice-linked Online Personal Health Records for Type 2 Diabetes: A Randomized Controlled Trial. Arch Int Med 2007, in press.

# Diabetes RCT: Conclusions

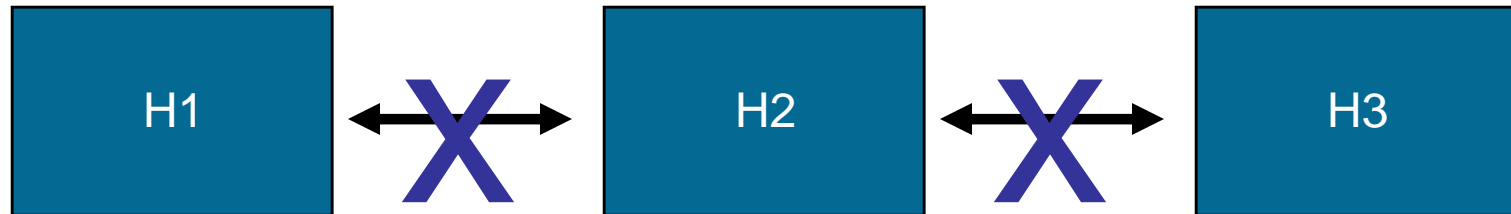
- **Intervention use appears to improve diabetes care by reducing barriers to medication change at the clinic visit**
  - More medication regimen changes in visits subsequent to diabetes journal submission than other journal submission
  - Trend (non-significant) toward lower HbA1c among intervention patients with baseline HbA1c > 7.0
- **Caveats**
  - Small percentage of patients with diabetes participated in the study
  - Study participants were young, white, commercially insured, and closer to HbA1c goal (7.0) than non-participating subjects
  - Intervention group HbA1c did not improve more than controls

*Grant RW et al. Practice-linked Online Personal Health Records for Type 2 Diabetes: A Randomized Controlled Trial. Arch Int Med 2007, in press.*

# **The Platform Model of Personally Controlled Health Records**

**Presented by:  
Kenneth Mandl  
Children's Hospital Boston**

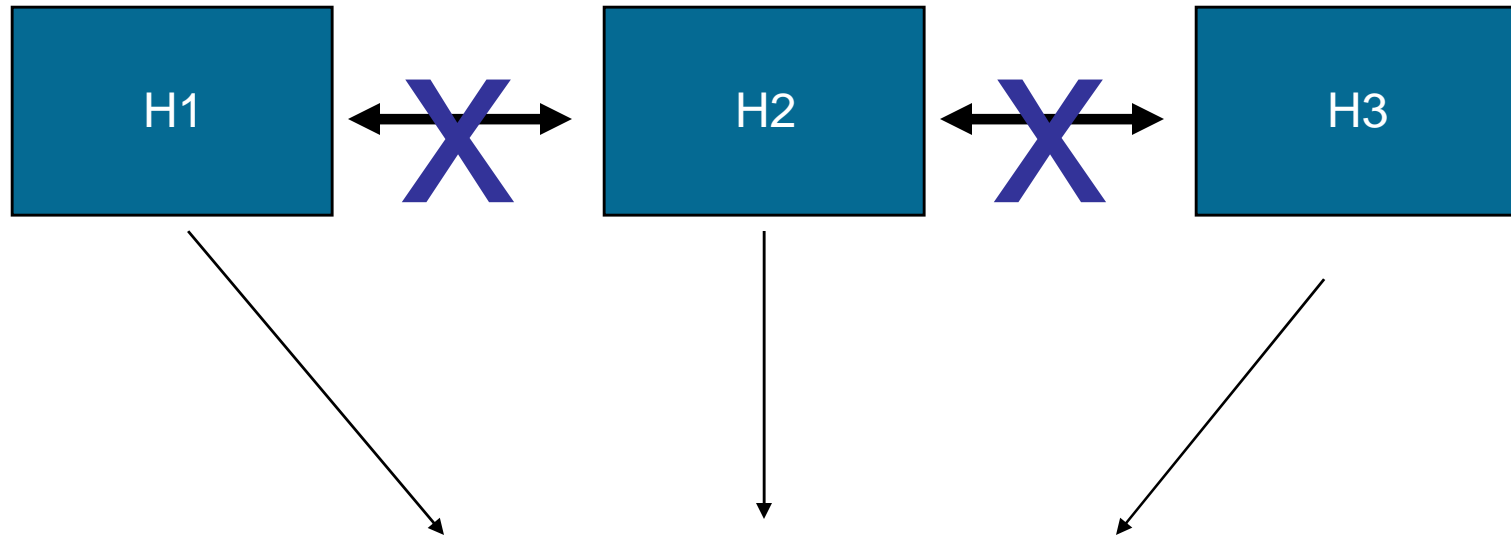
# Hospitals do not have a history of sharing information



- Proprietary
- Perceived competition
- Privacy
- Health Insurance Portability and Accountability Act
- No dedicated resources to do so

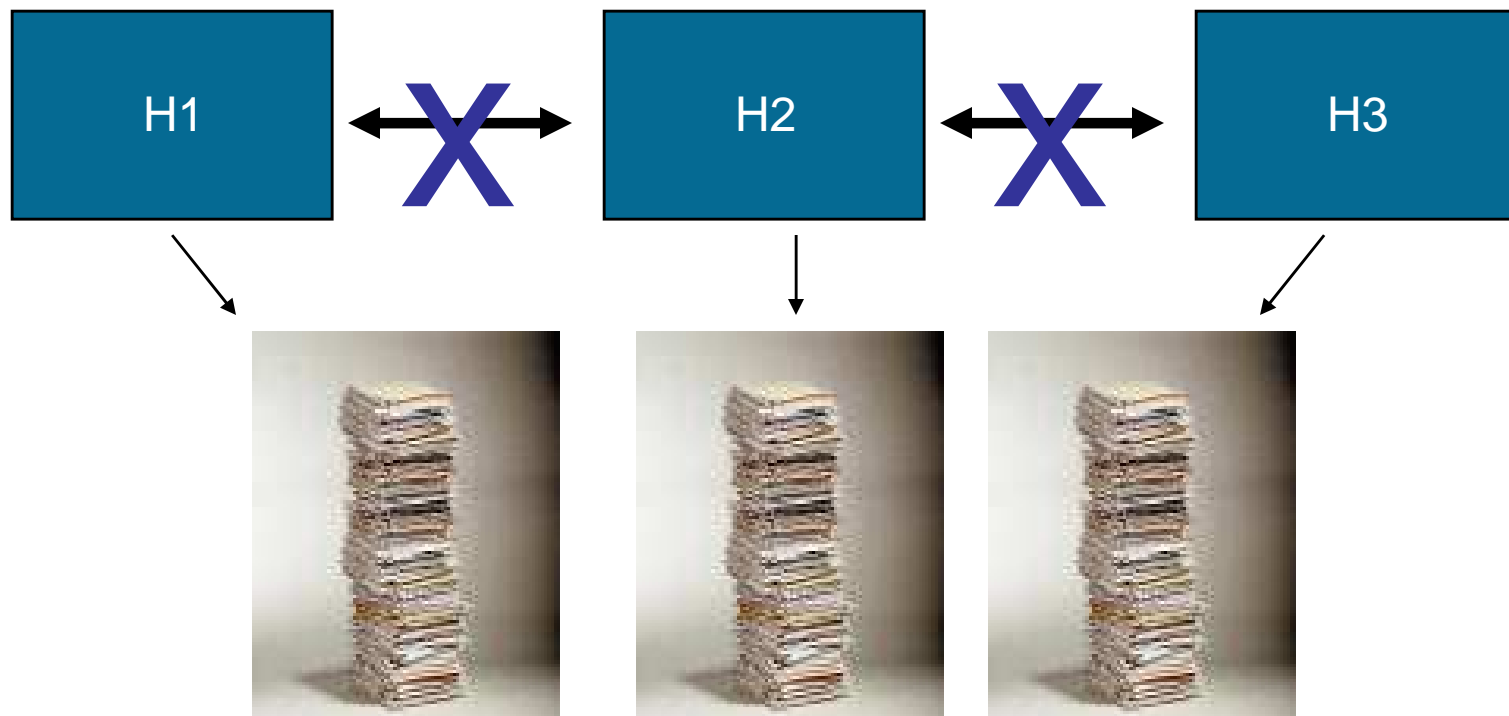


# The patient has rights to request the record

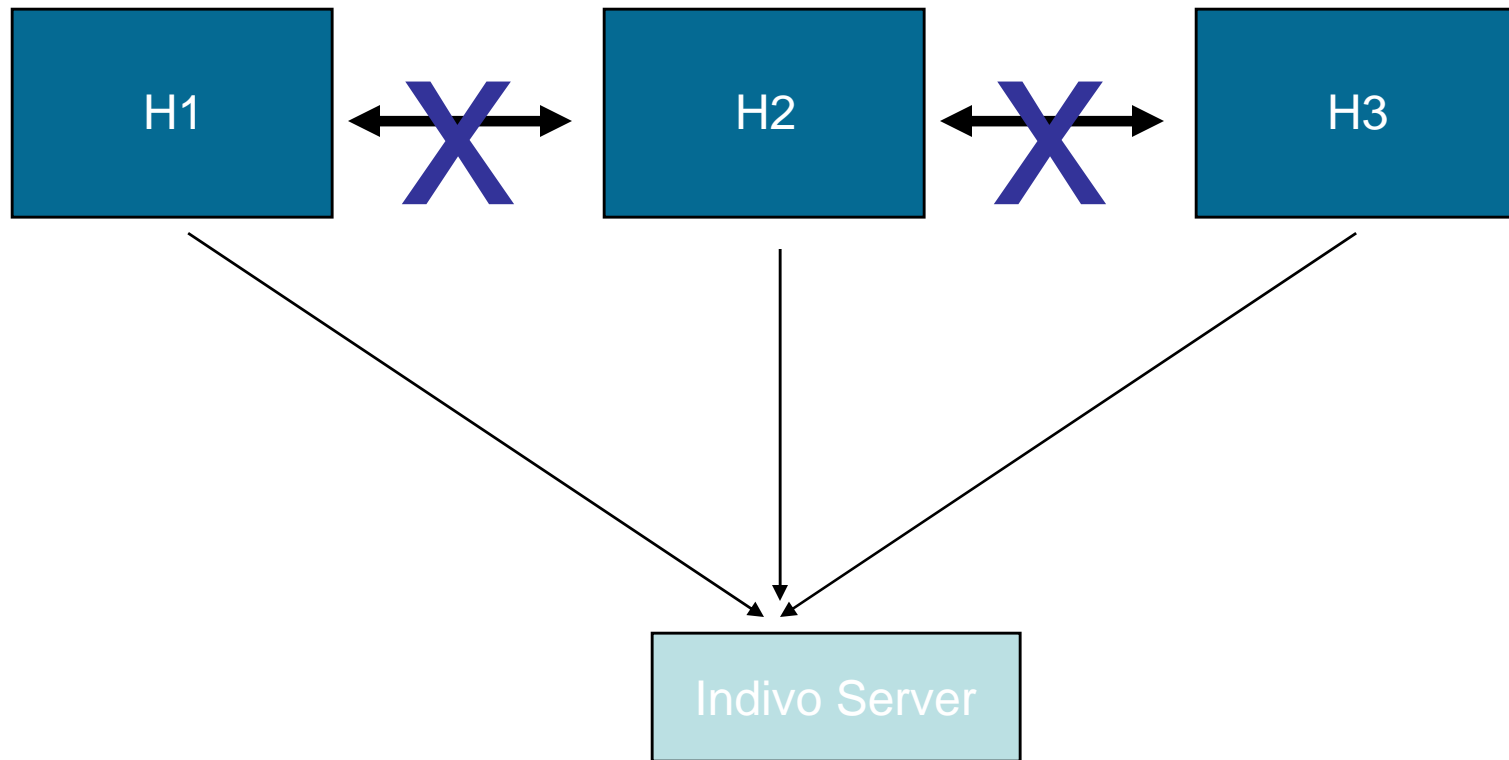


**May I please have my record?**

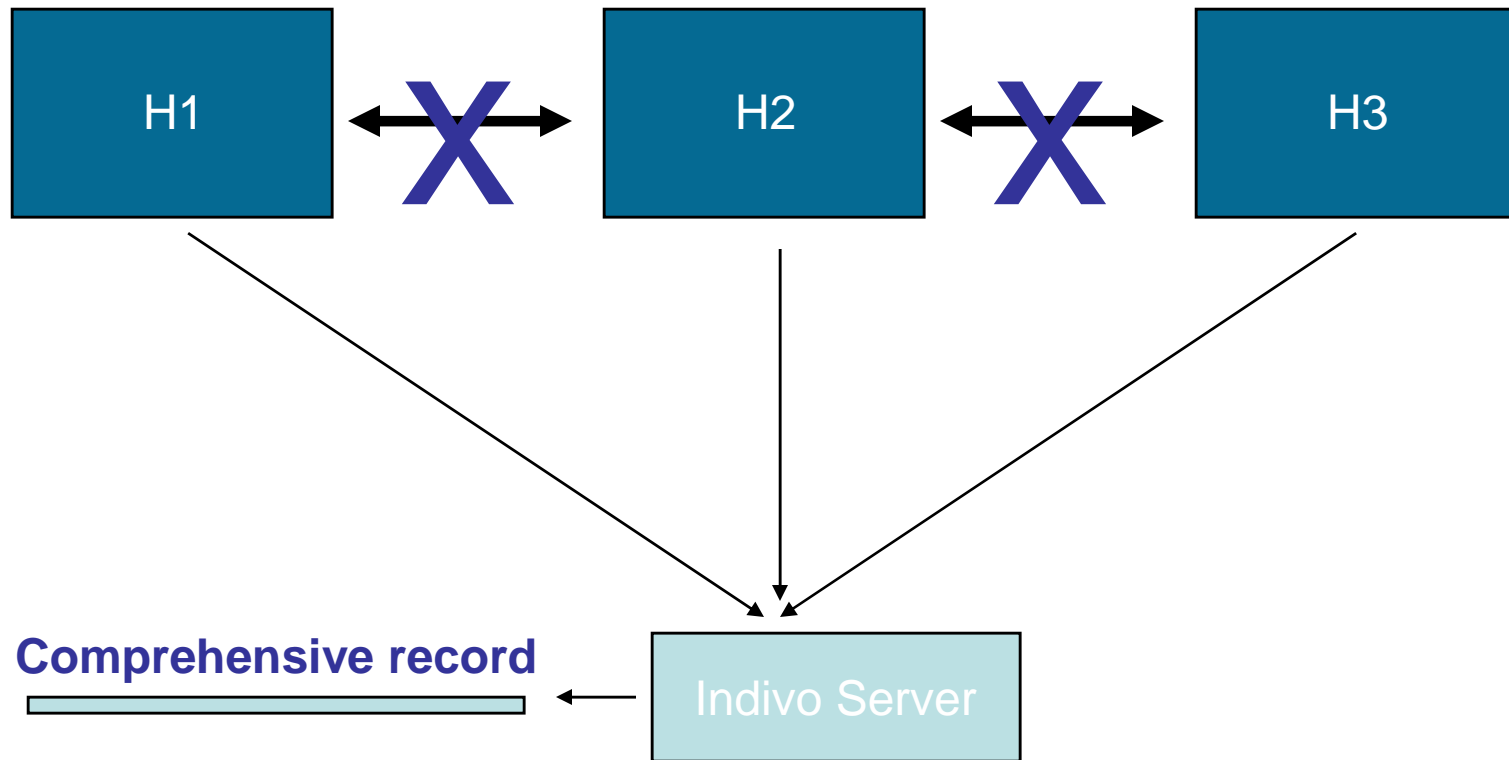
# Currently . . .



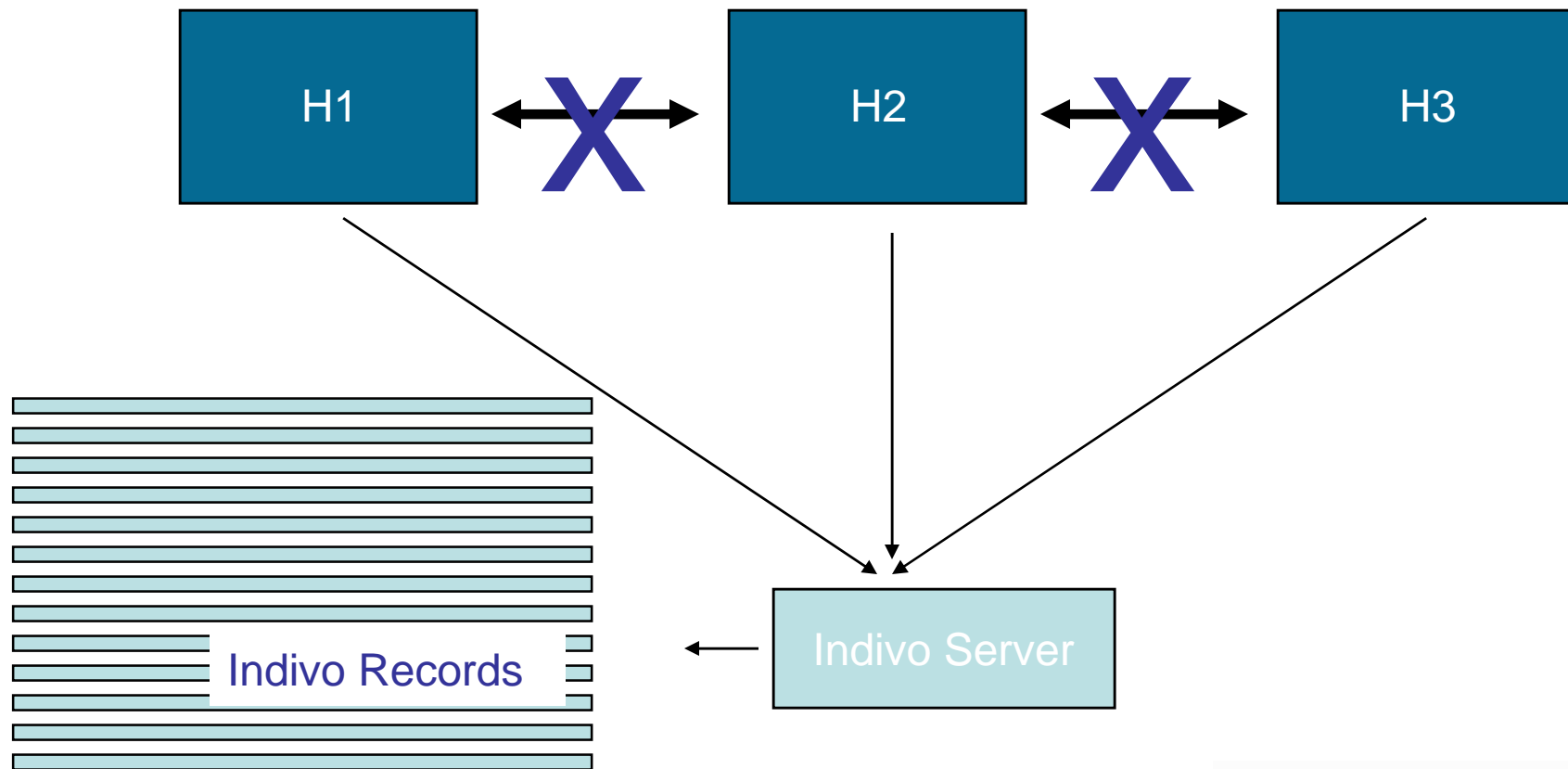
# What if we gave patients a tool to request their records electronically?



# And create a personal health record?



The collection of these records is a population health database



# Personally Controlled Health Records

- A container to store and share your personal health information
- A “quicken for health care”
- A “health bank” account
- Provides a “virtual medical home” for patients

# BMJ

- **A PCHR stored all of an individual's medical history in a container with**
  - patient control
  - interoperability
  - open standards
  - rules to protect patients

Information in practice

---

Public standards and patients' control: how to keep electronic medical records accessible but private

Kenneth D Mandl, Peter Szolovits, Isaac S Kohane

BMJ. 2001;322:283-7.

# Patient role

- **Patients can**
  - access the record
  - grant access to others
    - specific to their role
    - of selected portions of the record
  - store their record in a location of their choice
  - annotate in the record (but not delete)



# Rely on individual rights

- Confront privacy head on by exercising individual rights to information
- **The patient is the integrator of his/her own medical record**



MyChildren's



Children's Hospital Boston

INDIVO™

Now your health information is at your fingertips, 24/7.

Sign up for a MyChildren's account at [mychildrens.org](http://mychildrens.org)

Use our quick, easy, and secure Web site to:

- Manage appointments
- Send a secure message to your clinician
- Update insurance information
- Pay bills online
- View your Indivo™ personally controlled health record, which includes measurements from clinic visits, lab results, immunizations, and more.

To get started, you need:

- **Medical Record Number**  
Simply ask for it during your visit at the clinic front desk or go to [mychildrens.org](http://mychildrens.org) to receive it by mail.

Medical Record Number: \_\_\_\_\_

- **Account invoice number or date of last visit**

Now you can go to [mychildrens.org](http://mychildrens.org) and sign up for a MyChildren's account.

You're eligible if you're:

- A parent or legal guardian of a patient
- A patient over age 18
- A patient age 13 and older with parental consent

And

- A patient receiving treatment in the Myelodysplasia Clinic, Endocrinology Clinic, or Children's Hospital Primary Care Center. (Stay tuned—other programs are coming soon.)



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# Openness

## Open Systems

Can be extended to provide new capabilities

## Open Standards

Allows open systems to exchange information;  
produces efficiencies

## Open APIs

Allows building of applications on top of open  
systems and using open standards

## Open Source

Allows compatible deployments

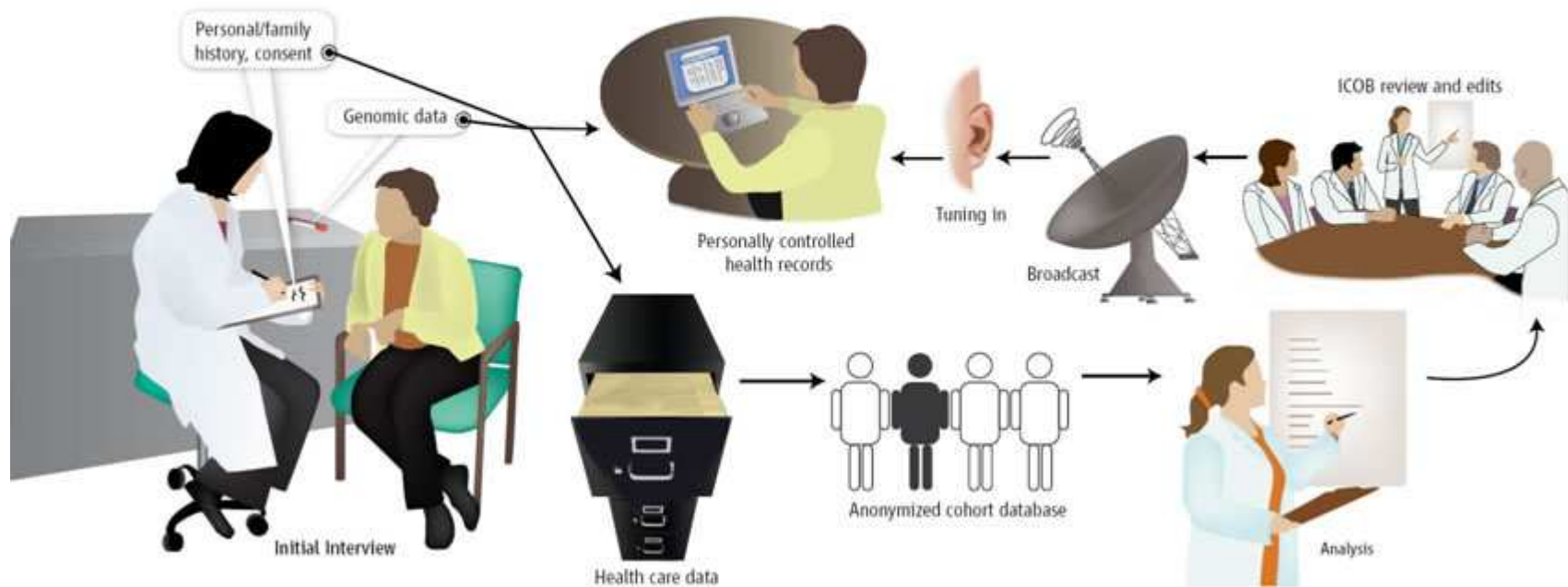


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# A research paradigm



**Science 2007**

# Challenges

- Agreement on data standards
- Data availability
- CLIA
- Data on paper
- User authentication

# Selected Bibliography

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# Disclosure

Children's Hospital Boston has a contract with Dossia to produce open source PCHR software. Mandl receives support from Children's Hospital Boston to advise on the Dossia-CHB relationship.



# Questions & Answers

## Our Panel

Teresa Zayas-Cabán, AHRQ

Jonathan Wald, Partners HealthCare

Kenneth Mandl, Children's Hospital Boston

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# Save the Date!

## Our Next Events

Practical Solutions for Engaging Consumers in the Design  
and Use of PHRs: Beyond User Centered Design

May 8, 2008

1:30 – 3:00pm Eastern

Formative Evaluation of Health IT

May 15, 2008

1:30 – 3:00pm Eastern

Watch your inbox for information on how to register

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# Thank You for Attending

This event was brought to you by the  
**AHRQ National Resource Center for Health IT**

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A recording of this Web conference will be available on the AHRQ National Resource Center Web site in approximately one week.

<http://healthit.ahrq.gov>

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